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**UNITED STATES BANKRUPTCY COURT  
EASTERN DISTRICT OF CALIFORNIA  
FRESNO DIVISION**

In re:	)	Case No. 16-10015-A-9
	)	
	)	Chapter 9
Southern Inyo Healthcare District	)	
	)	<b>10th REPORT OF THE</b>
	)	<b>PATIENT CARE OMBUDSMAN</b>
	)	
Debtor.	)	(No Hearing Required)

Pursuant to the order directing the appointment of a Patient Care Ombudsman entered by this court on February 17, 2016, Tracy Hope Davis, the United States Trustee, duly appointed Joseph Rodrigues, the California State Long-Term Care Ombudsman, as the Patient Care Ombudsman in this case.

In compliance with the notice of appointment, the Patient Care Ombudsman is submitting his 10th 60-day report, covering the period of July 13 to September 8, 2017.

Respectfully submitted,

/s/Joseph Rodrigues  
Joseph Rodrigues  
State Long-Term Care Ombudsman

10th REPORT OF THE PATIENT CARE OMBUDSMAN

Eastern Sierra Area Agency on Aging is the designated Long-Term Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the local representative of the Office of the State LTC Ombudsman. As mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC Ombudsman representatives identify, investigate and resolve complaints that are made by, or on behalf of residents of LTC facilities that relate to action, inaction or decisions that may adversely affect the health, safety, welfare or rights of residents. Paulette Erwin is the local Ombudsman representatives assigned to this facility.

Southern Inyo Hospital District is located at 501 E. Locust Street, Lone Pine, California. The California Department of Public Health (CDPH), Licensing and Certification Division, licenses this facility as a Skilled Nursing Facility (SNF). SNFs provide housing, meals, medical care, personal care, social services, and social activities to people who have physical or behavioral conditions that prevent them from living alone.

The following information describes the number of visits made to the facility (complaint and non-complaint related), observations

1 about staffing, food, the general status of the residents, any  
2 complaints made by or on behalf of residents to the LTC Ombudsman  
3 Program, and any changes in the census of the facility.  
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6 The licensed capacity of the facility is 33, with a current  
7 occupancy of 23. There is no noted significant change in resident  
8 mix, such as the admission of different client groups, younger  
9 residents, etc. Director of Nursing, Colleen Wilson, reports they  
10 are actively recruiting for a director of staff development and a  
11 director of nursing for the skilled nursing part of the facility.  
12 Because the facility is located in a rural area, recruiting and  
13 retaining licensed staff is a continuing challenge. The local  
14 Ombudsman Program has not received any concerns involving vendors,  
15 utilities, or external support factors that may impact resident  
16 care.  
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19 The local Ombudsman Program has conducted four facility visits  
20 during this reporting period unrelated to a complaint. During each  
21 visit, the Ombudsman representative noted the facility appeared to  
22 be clean with no overwhelming odors. Residents appeared clean and  
23 were appropriately dressed for the time of year and day. Menus and  
24 activity calendars were posted and residents reported being  
25 satisfied with their choices.  
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27  
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1 The local Ombudsman received a total of three cases and three  
2 complaints. The complaints during this reporting period include the  
3 following:  
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5 A complaint related to financial exploitation. The Ombudsman  
6 representative met with the resident regarding the complaint. The  
7 resident advised his In-Home Supportive Services worker is assisting  
8 him with paying his bills while he is recovering. The resident  
9 requested no further action be taken by the Ombudsman  
10 representative.  
11  
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13 A complaint related to the facility failing to assist a  
14 resident with scheduling an appointment with an urologist. The  
15 Ombudsman representative met with the resident and facility staff  
16 Maria Gutierrez. The resident discussed his concerns and Ms.  
17 Gutierrez advised she would schedule an appointment for the resident  
18 with the closest urologist office in Mammoth Lakes.  
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21 A complaint related to the facility failing to provide needed  
22 rehabilitation services necessary for a resident after his partial  
23 leg amputation. The Ombudsman representative met with facility  
24 staff Maria Gutierrez, who scheduled the resident for an appointment  
25 with a prosthetics and orthotics specialist in the Bakersfield area.  
26 After the resident was seen at the initial appointment, the  
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1 Ombudsman representative spoke with Ms. Gutierrez, who advised she  
2 would ensure resident would be scheduled for on-going appointments  
3 with specialists. The Ombudsman representative spoke with the  
4 resident who advised he was satisfied with the outcome.  
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7 The Patient Care Ombudsman has no recommendations for the court  
8 at this time.  
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10  
11 September 8, 2017

/s/Joseph Rodrigues

Joseph Rodrigues

State Long-Term Care Ombudsman